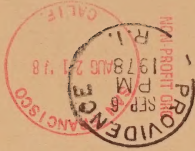


G.N.E.S.

PO BOX 3627

RINCON ANNEX

SAN FRANCISCO, CA 94119



METROPOLITAN COMM. CHURCH
BOX 1942
PROVIDENCE, RI. 02901



GAY NATIONAL EDUCATIONAL SWITCHBOARD WILL PROVIDE SERVICES FOR:___

- ▼ People who need accurate information about Gay sexuality and Gay lifestyles.
- ▼ People confused and upset by their Gay feelings.
- ▼ People who have relatives and friends who are Gay.
- ▼ People needing referrals to local services sensitive to the problems and needs of people with Gay feelings.

THE SWITCHBOARD'S SERVICES WILL BE: _____

FREE

Toll free "800" number for callers in the 48 States.

IMMEDIATELY ACCESSIBLE

24 hours a day; 365 days a year; publicized in both local and national press.

CONFIDENTIAL

To receive services, callers will never be required to reveal name or location.

ACCURATE

up-to-date research information presented in a non-judgmental manner.

HISTORY

The **Switchboard** is a project of the Human Rights Foundation, Inc. (HRF), whose focus is educating the general public on issues of homosexuality.

In April of this year, HRF hired David Palmer to determine the feasibility of the **Switchboard**. Mr. Palmer is the founder and former Executive Director of the four-year-old National Runaway Switchboard in Chicago. The NRS proved the effectiveness with which a national switchboard can help geographically and socially isolated people deal with culturally sensitive problems requiring confidential assistance.

In June, Mr. Palmer initiated the development of the **Gay National Educational Switchboard** with October 1, 1978 as its opening date.

The start-up costs for the **Switchboard** are being underwritten by the Human Rights Foundation.

VOLUNTEERS & TRAINING

Beginning Opening Day (October 1st), the **Switchboard's** phone lines will be staffed by volunteers 24 hours each day. Each shift will have at least one woman and one man with up to 5 people during peak hours.

All volunteers will be extensively trained and evaluated by professionals in all areas of human sexuality with focus on homosexuality. Training will include the development of effective listening and communication skills.

After training, Inservice Workshops will be conducted to insure the ongoing accuracy and reliability of the information provided.

RESOURCES

Many of the people who will be calling the **Switchboard** will be geographically or socially isolated from existing Gay services.

The **Switchboard** will maintain a complete and up-to-date directory of existing Gay-oriented resources throughout the country.

The **Switchboard** will be maximizing its effectiveness as an educational and supportive service by encouraging the development of local resources sensitive to the needs and problems of women and men with Gay feelings.

As with caller information, resources gathered for the **Gay National Education Switchboard** will be confidential.

EVALUATION

All calls will be anonymously logged and collated each month by computer. This information will help the **Switchboard** evaluate the level and type of services being provided. It will also serve as the first broad-based nationwide assessment of the need for services able to deal sensitively with people with Gay feelings.

"There is probably more nonsense written about homosexuality, more unwarranted fear of it, and less understanding of it than any other area of human sexuality."

Dr. Wardell B. Pomeroy, PhD
Psychologist, Marriage Counselor
formerly with the Kinsey Institute,
Academic Dean, Institute for Advanced Study
of Human Sexuality



Digitized by the Internet Archive
in 2026 with funding from
CLIR DHC Grant 2026-2028

<https://archive.org/details/2174.13.21>

GAY · NATIONAL EDUCATIONAL SWITCHBOARD

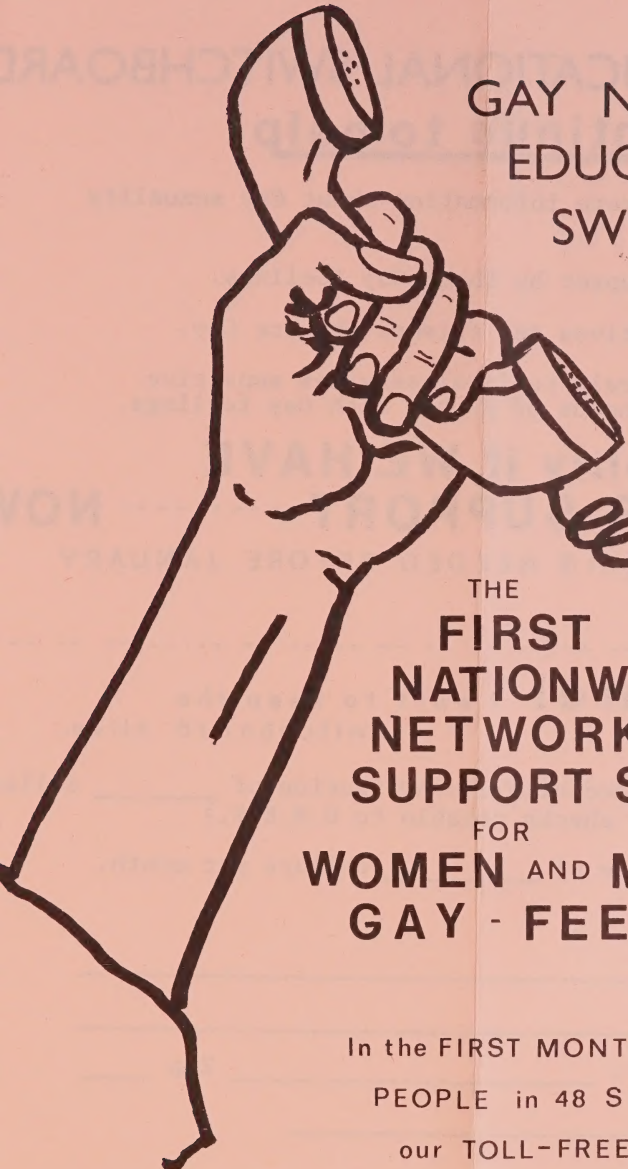
THE FIRST NATIONAL
SERVICE PROJECT TO
PROVIDE ACCURATE
INFORMATION ABOUT
GAY SEXUALITY AND
GAY LIFESTYLES

OPENING OCTOBER 1, 1978

BUSINESS PHONE 415-543-4574
PO BOX 3627, RINCON ANNEX
SAN FRANCISCO, CA 94119

A project of Human Rights Foundation, Inc.

INTRODUCING . .



GAY NATIONAL EDUCATIONAL SWITCHBOARD

Toll-Free
800-227-0888
In Calif. 800-652-1442

THE
FIRST
NATIONWIDE
NETWORK OF
SUPPORT SERVICES
FOR
**WOMEN AND MEN WITH
GAY - FEELINGS**

In the FIRST MONTH over 3,000
PEOPLE in 48 STATES called
our TOLL-FREE numbers ...

GAY

NATIONAL EDUCATIONAL SWITCHBOARD

Will continue to help

- ◆ People who need accurate information about Gay sexuality and Gay lifestyles.
- ◆ People confused and upset by their Gay feelings.
- ◆ People who have relatives and friends who are Gay.
- ◆ People needing referrals to local services sensitive to the problems and needs of people with Gay feelings.

**IF, and only if, WE HAVE
YOUR SUPPORT ----- NOW
\$25,000 IS NEEDED BEFORE JANUARY**

Yes, I care! I want to keep the
switchboard alive.

_____ Here's my tax-deductible contribution of _____ dollars.
(make checks payable to G.N.E.S.)

_____ Here's my pledge of _____ dollars per month.

NAME: _____

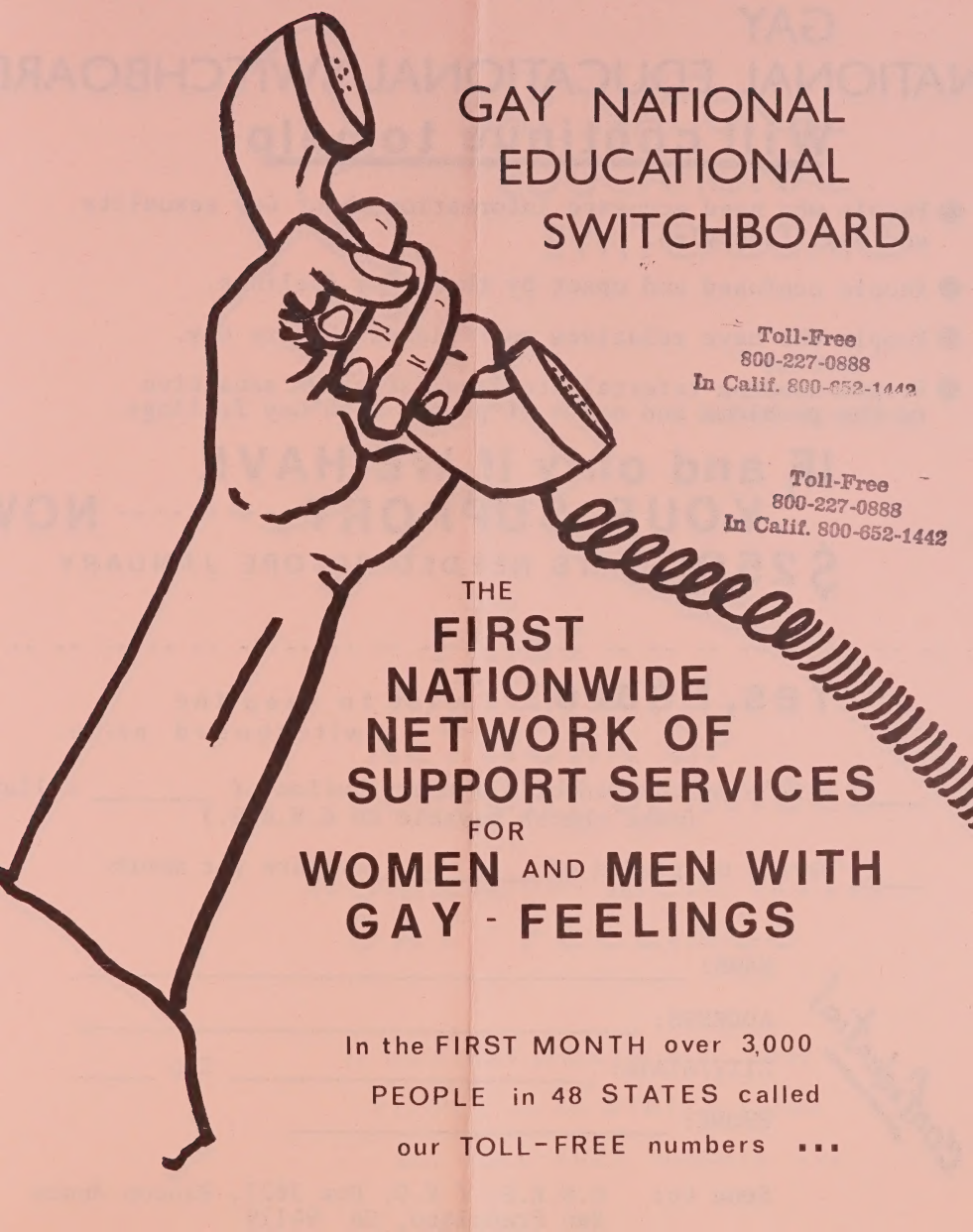
ADDRESS: _____

CITY/STATE: _____ Zip _____

PHONE: _____

Send to: G.N.E.S. / P.O. Box 3627, Rincon Annex
San Francisco, CA 94119

Confidential



GAY NATIONAL EDUCATIONAL SWITCHBOARD

Toll-Free
800-227-0888
In Calif. 800-652-1442

Toll-Free
800-227-0888
In Calif. 800-652-1442

THE
FIRST
NATIONWIDE
NETWORK OF
SUPPORT SERVICES
FOR
WOMEN AND MEN WITH
GAY - FEELINGS

In the FIRST MONTH over 3,000
PEOPLE in 48 STATES called
our TOLL-FREE numbers ...

GAY

NATIONAL EDUCATIONAL SWITCHBOARD

Will continue to help

- ◆ People who need accurate information about Gay sexuality and Gay lifestyles.
- ◆ People confused and upset by their Gay feelings.
- ◆ People who have relatives and friends who are Gay.
- ◆ People needing referrals to local services sensitive to the problems and needs of people with Gay feelings.

**IF, and only if, WE HAVE
YOUR SUPPORT ----- NOW
\$25,000 IS NEEDED BEFORE JANUARY**

Yes, I care! I want to keep the
switchboard alive.

_____ Here's my tax-deductible contribution of _____ dollars.
(make checks payable to G.N.E.S.)

_____ Here's my pledge of _____ dollars per month.

NAME: _____

ADDRESS: _____

CITY/STATE: _____ Zip _____

PHONE: _____

Send to: G.N.E.S. / P.O. Box 3627, Rincon Annex
San Francisco, CA 94119

Confidential

HUMAN RIGHTS FOUNDATION, INC.

August 14, 1978

Dear Friend,

I would like to tell you about a new project: the Gay National Educational Switchboard, a 24 hour WATS-line service staffed by 75 highly-trained volunteers, which will open October 1, 1978. It will give free, accurate, non-judgmental and confidential information about the sexuality and lifestyles of Lesbians and Gay men. The Switchboard will serve people experiencing difficulties with their own Gay feelings or with the Gay feelings of a friend or relative. The Gay National Educational Switchboard will be highly publicized in the non-Gay media to attract callers who are isolated from existing services and support groups.

Enclosed is a brochure describing this new national service.

In order not to duplicate the work of existing switchboards, the G.N.E.S. will concentrate on resources in areas which do not have their own Gay switchboard. Although this form letter is being mailed to 1,100 groups and resources, including those in areas which do have switchboards, I have enclosed questionnaires only for resources in communities where there are no switchboards. Later I intend to have more personal contact with individuals and services in these communities.

Please take time to fill out the questionnaire if you have received one. To be effective we will need complete and current information about as many services as we can locate, and we will need to keep getting information. After October 1st, you can call us on a WATS line with information about your group or service.

The existence of a highly visible national switchboard will help to focus attention on your organization, so that the importance of Gay services at the local level will be better understood, both by the Gay and non-Gay communities. After October 1st, we will have the capacity to connect callers directly with local resources, during the hours that you are open.

Because of the homophobic atmosphere in which we have all grown up, we are not used to the idea that Lesbians and Gay Men have distinct social service and educational needs. That idea can become more familiar to the public if our switchboard reaches people in all corners of the country.

By referring callers back to their own communities, to organizations like yours, we can help you increase your number of contacts.

Human Rights Foundation / P.O. Box 14561, San Francisco 94114 / (415) 957-8777

By gathering information from callers, we will be doing a needs assessment to show that many more resources for Gay People are required everywhere, especially in smaller communities. The information we compile may help you build a case for expanding your services and increasing your funding.

You can help us in three ways:

1. By sending us your brochure. When your address, telephone, hours or services change, let us know. Our directory of resources for areas without Gay switchboards will be updated twice a year.
2. By sending us information about new Gay services in your area, or about resources not listed in either the Gayellow Pages or Our Right to Love (the two main sources from which we have taken our first mailing list).
3. By giving us names of individuals who can be contacts for us in communities where there are few or no resources for Lesbians and Gay men. Our directory will list individuals as well as organizations.

To insure confidentiality, this directory will be used only by the Gay National Educational Switchboard. In addition, if you have special concerns about confidentiality, we can make whatever arrangements will best protect you.

Since a questionnaire can seem impersonal and bureaucratic, I invite you to include a letter about the origin of your group and its present state--its problems and opportunities. If you don't have time to write a letter now, please send in the questionnaire which describes your service. Later I will be very happy to receive a more personal account of your work.

I also welcome your suggestions about the most effective use of The Switchboard.

Sincerely yours,

Margaret Cruikshank

Margaret Cruikshank
Resources Coordinator

MC/1k

Enclosures

GAY NATIONAL EDUCATIONAL SWITCHBOARD

QUESTIONNAIRE

The following information about your group or service is essential to us. We want to give callers complete and accurate information about resources in their areas for Lesbians & Gay Men. Some of the questions will not apply to you. For others you will not have statistics. Please answer as completely as you can.

NAME: _____

MAILING ADDRESS: _____

_____ (city state zip code)

SERVICE ADDRESS: _____

Is your service location confidential? Yes _____ or No _____

TELEPHONE NUMBER(S): () _____ (business) _____ (hours)

() _____ (service) _____ (hours)

(After hour telephone service - how answered?)

NAME OF CONTACT PERSON: _____

SERVICE CHARGES:

No Charge _____; Sliding scale _____; Other _____

STAFF SIZE: #Paid _____ #Volunteer _____

How do users find out about your service(s)? _____

How do users make their first contact with you?

Drop In _____ Telephone _____

SERVICES OFFERED - Please give approximate number of individuals served on a monthly basis (indicated by "#").

General Individual Counseling: # _____

Group Counseling: # _____

Rap Groups: # _____ List Rap Groups currently operating:

Military Counseling: # _____

Prisoner/Parolee/Probationer Counseling: # _____

Gay Alcoholics Anonymous or Al-Anon: # _____

Drug Abuse Counseling: # _____

Legal Counseling: # _____

Sexually transmitted disease (VD) testing:

Men: # _____ Women: # _____

Other Health Services? Please specify, including number in each group:

Single Parenting Help: # _____

Emergency Housing: # _____

Speaker's Bureau: Number of groups spoken to: # _____

Additional Services (not covered above):

WHOM DO YOU SERVE:

A. Sexual/gender orientation - Please give percentages:

Lesbians _____% Gay Men _____%
Bi-sexual _____% Non-Gay Men _____% Women _____%
Transvestites _____% Transexuals _____%

B. Ethnic Background - Please give percentages:

White _____% Black _____%
Latin _____% Asian _____%
Other _____%

C. Age Groups - Please give percentages:

Under 18 _____% 18-25 _____%
26-40 _____% over 40 _____%

How close is the nearest Gay Switchboard, if you do not operate one yourself? (To help us determine how isolated a caller is from Gay resources and to help us make referrals.)

Can you list names of people who might be willing to be contacts in areas near you which have no Gay services or resources? (For phone referrals from G.N.E.S.)

Are there areas in your state or region where Gays are especially isolated?

Has your group/service been publicized in the straight press?

If you are listed in the Gayellow Pages or Our Right to Love, is the information given there accurate?

Where else are you listed?

We want to thank you for taking time out to answer the questionnaire and if you have any additional comments and/or suggestions, please include them. If more space is needed, use additional sheets.

Please return this questionnaire to us by September 6, 1978.

COMMENTS - SUGGESTIONS: